

Dear Family Pharmacy Phamily --

We wanted to take a few moments to share with you, our Phamily, what precautions your pharmacy team is taking to be prepared for the potential threat of the Coronavirus (COVID-19). We understand the concerns surrounding this virus, and while there are no reported cases in our community at this time, we have opted to take a proactive approach to protect our patients and staff. We remain in constant communication with public health authorities and will continue to do so throughout the concern period. As of this time, Aiken County is not an outbreak area. We will continue to closely monitor the situation and provide any updates as available.

A few tidbits of information to help us serve you during this time:

- 1) Our business hours will remain as normal, Monday through Friday 9:00 AM to 5:30 PM and Saturday 9:00 AM to 12:30 PM.
- 2) We are in close communication with our drug wholesaler and do not expect to experience any shortage in prescription drugs at this time.
- 3) We have updated and increased our infection prevention procedures, including increased daily cleaning procedures with the use of strong disinfectant products on high-touch surface, limiting close person-to-person contact, and educating our staff on best practices recommended by the Centers for Disease Control and Prevention (CDC).
- 4) We encourage you to use our Mobile App (Pocket Rx) for medication refills. *If you do not have this app, please ask a staff member to help you download and set up a profile. It's the perfect time to start.
- 5) We have drive-through windows at both locations and encourage you to use that option.
- 6) We always offer curbside service and will gladly come to your vehicle for you, whether that is for medication or to administer an immunization.
- 7) Scrippy offers both home and business delivery. * A) **CONNECTRx** members get 1 free monthly delivery. B) Delivery to your workplace is also a free delivery. C) All other deliveries are \$3 or \$5 depending on location.
- 8) Some Pharmacy Benefit Managers (aka your "insurance company") are beginning to allow 90 day refills. However, this does not yet apply to all PBMs and plans. If this is an option you are considering, please speak with the pharmacist to see if your PBM will allow this or what alternatives can be taken.
- 9) We ask that you exercise some patience and grace with our staff during this time. They are receiving a multitude of questions and requests, which is requiring our caring staff to spend more time attaining the necessary information so that each of you are taken care of.
- 10) If you are experiencing symptoms of COVID-19, we ask that you contact your physician or the hospital and avoid contact with other individuals. Social distancing will reduce the rapid spread

Please be assured that our commitment to you is our #1 priority and we will remain open to serve you. We will utilize social media and our website as much as possible to keep you up to date on any changes. If you are concerned about interacting with others; please consider using one of the many limited-contact options above. By working together, remaining calm, and educating ourselves, we will do our part to ensure the abatement of this virus.

For additional information about the Coronavirus/COVID-19, please visit the [Centers for Disease Control and Prevention \(CDC\)](#) and [World Health Organization \(WHO\)](#).

If you have any questions, you can always reach us at (803) 649-1776 (Newberry Street) or (803) 648-1776 (Price Ave). We thank you from the bottom of our heart for allowing us to serve you each and every day.

Your Family Pharmacy Team